

Our Ref: [Reference]

Your Ref: [Reference]

Information Governance

[Business Area Address]

[Business Area Address]

[Business Area Post Code]

Tel: [Business Area FOI Mgr's No]

Fax: [Business Area FOI Mgr's No]

Email: [Business Area FOI Mgr e-mail address]

Website: www.nhsbsa.nhs.uk

[Name]

[Postal Address]

[Town]

[Postcode]

[Email]

Date :[Date]

*[NHSBSAFOI002 - NHSBSA FOI Letter Template 8 - Not held - found
To be removed - for reference only – last reviewed 13 September 2013]*

Dear [Name],

Subject: FREEDOM OF INFORMATION REQUEST

I refer to your request under the above legislation, which I received on [Date] for information about the following:

['Request in italics']

I am writing to advise you that following a search of our paper and electronic records, I have established that the information you requested is *[not held by the Authority]* or *[can not be located]* or *[has been destroyed in accordance with the Authority's records management practice]*.

[If you are aware that another authority may hold the information then include the paragraph below]

However it is possible that *[insert name of a different public authority]* may hold some or all of the information you require. They can be contacted at:

[provide contact details of the other public authority].

Please note that this information will be published on our Freedom of Information disclosure log at:

https://www.ppa.org.uk/NHSBSA_foiRequest/foiRequestDetail.do?bo_id=<internal id>

Your personal details will be removed from the published response.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of my decision, you should write to:

Gordon Wanless
Head of Information Governance
NHS Business Services Authority
Stella House
Goldcrest Way
Newburn Riverside Business Park
Newcastle upon Tyne
NE15 8NY

Details of how we will handle your review request are available on our website at:

<http://www.nhsbsa.nhs.uk/Documents/NHSBSACorporatePoliciesandProcedures/DPre-usePSIEIRandFOIInternalReview.pdf>

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Authority.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545 745
Fax: 01625 524 510
Email: enquiries@ico.gsi.gov.uk

If you have any queries about this letter, please contact me. Please quote the reference number above in any future communications to make it easier for me to deal with your correspondence.

Yours sincerely

[Business Area FOI Mgr Name]
[Business Area FOI Mgr Job Title]

cc Gordon Wanless, Head of Information Governance